

Policy and Planning Division

Information Technology Department

Annual Report 2006-2007

Nancy Walz, Director

ITD's Policy and Planning Division coordinates and facilitates information technology activities across the enterprise. The division's primary focus is to help agencies succeed while building a collaborative environment for the entire enterprise. The results achieved are truly a credit to the agencies involved in this process and their efforts to continually improve IT for the State of North Dakota.



The success of IT projects depends upon the increasing the knowledge and skills of project managers. With that in mind, the Enterprise Project Management Office has facilitated training and mentoring programs for state agency employees:

- Twenty-nine project managers, team members, and executives attended a three-day project management class.
- One project manager was awarded the Project Management Professional (PMP) certification from the Project Management Institute.
- Fourteen state employees received the Project+ Certification awarded by CompTIA
- Four project managers received certification sanctioned by the National Information Technology Apprenticeship System (NITAS) at the following levels:
 - Level I = 4 Certifications
 - Active Apprentices = 16
- North Dakota's Project Management Mentor Program was selected as NASCIO's winner in the project and portfolio management category in 2007.

During the past fiscal year, state agencies completed eight large IT projects under oversight of the Policy and Planning Division. Seven of the eight projects were completed under budget, resulting in a savings of \$2,787,401. Six of the eight projects completed within the acceptable 20% schedule variance.

"The work being done on project management has been phenomenal." Secretary of State's Office



Through the Enterprise Architecture (EA) process, state agencies collaborate to set the future direction of information technology in the State of North Dakota.

- This collaborative process involved 119 people from 32 agencies.
- One standard was created and four standards were updated.
- A study team was formed to create recommendations regarding web content management tools. The desktop search tools, Microsoft SharePoint, mobile computing, time and labor application, and business intelligence study teams have completed their work.



The Policy and Planning Division is responsible for developing the Statewide IT Plan and also assists agencies in developing their individual IT plans.

- The Statewide Information Technology Plan was produced prior to the 2007 legislative session. It included plans for state government, K-12 schools, and higher education.
- Sixty-one agency technology plans were reviewed and accepted.
- The executive recommendation included \$215,113,401 in technology spending or 3.8% of the total budget. Detailed reports on IT spending requests were published to ITD's website.
- Fourteen large projects were ranked by the State Information Technology Advisory Committee using a process facilitated by the division; ten received appropriations through the legislative process.



Procurement

The Division is responsible for reviewing and approving the acquisition of technology by state agencies. The staff also provides technical assistance on best practices regarding IT procurements and works to ensure the State receives the best value for its technology dollars.

- Fifty-five contracts and requests for proposals were submitted and reviewed within the five-day expected response time.
- ITD administers seven state contracts – the PC Contract, the Altiris Contract, the IT Vendor Pool Contract, the GIS Vendor Pool Contract, the Master Client Index (Initiate) Contract, the Project Management Information System (PMIS) (Primavera) Contract, and the Time and Labor (Workforce Software) Contract. These statewide contracts help leverage state purchasing power and reduce the cost of technology.

Enterprise Initiatives

The Policy and Planning Division provides leadership and coordination for three enterprise initiatives by facilitating the governance, developing the strategic plan and reporting on performance.



The North Dakota Criminal Justice Information Sharing (CJIS) program was created to improve public safety by providing effective and efficient justice policies, processes, and information systems required to capture and share complete, accurate, and timely information in support of program operations and informed decision making across jurisdictional and organizational boundaries statewide.

Major accomplishments for fiscal year ending June 30, 2007 include:

- The CJIS hub grew significantly the past year. More than 1,000 authorized users have access to the CJIS Hub with over a million transactions occurring during the last fiscal year.
- *"The hub is a valuable tool for law enforcement. The hub is great to search records and, most of all, it's free."*
CJIS Hub User
- Currently, Thirty-two agencies are using the Law Enforcement Records Management System (LERMS), seven of which were recently added. The total number of users is 213 and 147 of them are full-time officers using the system.

- Six mostly large counties are using the State's Attorney Reporting System (STARS) . JusticeWebView reports were made available to law enforcement agencies to view case management information from the STARS system.

"We were amazed at how quickly the documents were generated and how much information was carried over, making for much less duplicate entry. We have also been very pleased with the help we have received from the CJIS staff, as well as the New Dawn staff." STARS user



The GIS Technical Committee (GISTC), consisting of 11 state agencies, enhances the GIS Hub by adding data and applications and increasing awareness of the Hub by promoting its use, value and functionality.

- Users from state agencies average 35+ daily concurrent connections to the databases.
- During 2006 there were over one million hits on the web services and nearly 32,000 data downloads.
- There are over 185 data layers on the GIS Hub. At the end of June 2007 these layers consumed slightly over 3,000 gigabytes of storage compared to about 2,285 gigabytes in June of 2006. 3,000 gigabytes, or three terabytes, is equivalent to about 638 DVDs.
- New applications include the Department of Health Facility Monitoring and the Department of Transportation Right-of-Way.

"I am currently working on a geospatial project on the Missouri River and was made aware of the web services you are exposing through the ND GIS website. I have been able to access your web services through ArcGIS as described on your website. The cartography is excellent and the services contain some good information that we would like to reference in our application." M.B., US Army Corps of Engineers, Remote Sensing/GIS Center of Expertise, Hanover, New Hampshire



ConnectND is the State's implementation of the PeopleSoft Financial, Human Capital Management , Portal and Student Information Systems.

- ITD ConnectND Development Team worked on an average of 68 development requests per month. An average of 15 new requests were received and an average of 16 requests were also completed each month.
- The ConnectND team responded to an average of 232 Heat tickets per month.
- The major focus in 2006 was the Human Resources application and toolset upgrade which was completed in October, 2006 upgraded to the Human Capital Management application version 8.9. The upgrade improved processing times and, as a result, the State's payroll which previously ran for two hours, now takes one hour.
- North Dakota Public Employee Retirement System automated the 457 plan functions within PeopleSoft. This eliminated the manual table update processes for individuals that can make accelerated contributions without exceeding their limits.